

**Responses to the Detailed Action of the Patent's Office communication in reference to
Application/Control number 09/931,531.**

Art Unit: 2143

DETAILED ACTION

Claim Objections

1. The numbering of claims is not in accordance with 37 CFR 1.126 which requires the original numbering of the claims to be preserved throughout the prosecution. When claims are canceled, the remaining claims must not be renumbered. When new claims are presented, they must be numbered consecutively beginning with the number next following the highest numbered claims previously presented (whether entered or not).

Misnumbered claims 8, 8, 9_13 been renumbered 9,10, and 11-15 respectively. Also the claim number referenced in dependent claims 12 & 13 has been changed.

Response:

The misnumbered claims are re-numbered in the correct sequence order (please see the amended claims)

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

- (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Response:

Read and understood

3. Claims 1-15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Vaughn (U.S. 6,353,446) and Nicholas (U.S. Pub 2002/0054089).

Response

A detailed and step by step comparative analysis is provided for the above cited patents in regards to each of the given objections in the following sections.

4. (As stated in the first part of the paragraph 4:) As per claim 1 & 13 Vaughn disclosed a method and system for providing on-line assistance to the end users in a networking environment through use of multimedia applications comprising; at a client

system, displaying an icon for on-line help (col.4, lines 66-67, col.5, lines 1-12), and in response to a single action being performed, sending a unique serial number assigned to the said user to a storage media for initializing a help session, at a storage media, identifying a user's profile through the received serial number from a client system (col.2, lines 4-46 & col.6, lines 29-40).....

Vaughn in Patent number 6,353,466 teaches under paragraphs col.4, lines 66-67 & col.5, lines 1-12

In accordance with a preferred embodiment, a computer program product is provided for assisting a service person in managing an enterprise network, wherein a browser-based help desk window may be invoked by the service person at any user computer on the enterprise network that is equipped with a web browser. The browser-based help desk window is customizable to each service person, allowing the service person to embed a network visibility link on an application launch toolbar contained in the browser-based help desk window. The service person may then subsequently log into a help desk server from any user computer equipped with a browser, and then launch a browser-based network visibility session upon activation of the embedded network visibility link.

Response to the Objection:

In the entire description produced by Vaughn (see above col.4, lines 66-67, col.5, lines 1-12), there is no disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters or related consideration in reference to providing live online help. In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions. Also, the cited references do not talk about the exchange of serial numbers in reference to establishing a multimedia service to provide online help

Vaughn in Patent number 6,353,466 teaches under paragraph col.2, lines 4-46

"As a second example, administration tools have become available for assisting in the tracking and management of hardware inventory, software inventory and distribution, software metering, and menuing. Finally, as a third example, network visibility tools have become available for assistance in analyzing, monitoring, and troubleshooting data communications problems.

Local area network 110 is an Ethernet network to which is coupled computer systems and other hardware for provisioning, maintaining, and assisting users on the enterprise network 100. In particular, a help desk server 136, an administration server 138, a network visibility server 140, a network visibility console 142, and help desk terminals 144 and 146 are coupled to local area network 110. Network visibility agent computers 148,

150, and 152 are coupled to the local area networks 104, 106, and 108, respectively, for gathering network visibility data and communicating this data to network visibility server 140. As indicated supra, the enterprise network 100 represents only one sample of a virtually unlimited number of configurations of enterprise networks, and it is not required that the above network management computer systems be coupled to a single local area network. For example, the help desk server 136 or the administration server 138 could just as well be connected to local area networks 104, 106, or other local area networks (not shown) of the enterprise network 100 without departing from the scope of the preferred embodiments. Furthermore, the network visibility agent computers 148, 150, and 152 may not be required to be separate computers but may rather correspond to applications loaded onto one or more of the user computers, e.g., where the local user is a local system administrator. Thus, there may be a virtually unlimited number of configurations of the enterprise network 100, help desk devices 136, 144, and 146, administration server 138, and network visibility devices 140, 142, 148, 150, and 152 that are possible and that are amenable to a system and method for integrated network management applications in accordance with the preferred embodiments described infra, provided that there is a requirement for service personnel 102a and 102b and for applications for providing assistance in help desk, administration, and network visibility functionalities"

Vaughn in Patent number 6,353,466 teaches under paragraph col 6 lines 29-40

"Browser-based help desk window 702 further comprises an application toolbar 706 upon which are several application launch buttons, including a network visibility launch button ("Distributed Sniffer Pro") 708, an administration software application launch button ("ZAC Inventory") 712, a knowledge base launch button (ServiceWare Knowledge Base) 712, a remote control launch button 714, and an internal help desk knowledge base launch button 716. Generally speaking, pressing of any of these buttons invokes the respective application from the browser-based help desk window 702, preferably in the form of an additional browser-based window."

Response to the Objection:

In the entire description produced by Vaughn (see above col.2, lines 4-46, & col.6, lines 29-40), it talks about administration tools for tracking and management of hardware inventory. Again, it does not contain any disclosure or reference of multimedia technology that relies upon the Quality of Service (QoS) parameters or related consideration in order to provide live online help. It does not talk about a way that how a helping agent can interface with a client through multimedia communication services. The above references talks about the configuration of the application and how the different launch buttons may be arranged. In my invention, a transport network based on QoS parameters is an integral part of providing live interaction between a client

and a helping agent. Neither of these two cited references discusses the use of multimedia technology in any context with reference to QoS essential to establishing an interactive multimedia communication sessions.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

4. (As stated in the 2nd part of the paragraph 4:) In the same field of endeavor Vaughn did not explicitly disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information, based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options, and transmitting the Web page address information along with multimedia helping information to the client system.

However Nicholas disclosed transmitting the said user's profile information to a multimedia helping agent system, at the helping agent system, identifying the user priority through the received user profile information (paragraphs 7 & 8), based on the priority ranking initializing and establishing a multimedia connection with the client system through one of the many networking connectivity available options (paragraph 10), and transmitting the Web page address information along with multimedia helping information to the client system (paragraphs 11 & 12).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to have incorporated Nicholas's teachings for selecting most appropriate content for a user based on user's parameters with the teachings of Vaughn, which describes about seamlessly providing online help to a user from any workstation on an enterprise network. Therefore by combining teachings of Nicholas with Vaughn will result in a robust online help system providing accurate level of services to the requesting clients.

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 007-008

"[0007] In one aspect, the invention is an on-line server system that selects media information for a user according to the user's preferences. The system comprises a content subsystem that stores and updates media information, a profile subsystem that creates a user profile and an administration subsystem that matches the user profile to media information from the content subsystem and periodically generates an electronic newsletter. The content subsystem may comprise a content database that collects, stores, and updates summaries of media information. The server system may maintain data communication between the administration, profile, and content subsystems. The administration subsystem may select media information according to the user's profile".

"[0008] In one embodiment, the profile subsystem collects profile information from the user. The profile information may include a record of the user's past interactions with the server, a record of the user's current interaction with the server, preferences indicated by the user, or any combination of the above. The profile subsystem may update the user's profile based upon the user's interaction with the server or when a user chooses to

change his or her stated preferences. The profile subsystem may create a first user profile including preferences indicated by the user and a second user profile comprising a record of the user's past interactions with the server".

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 010-012

"[0010] The content subsystem may associate the summary of media information with a numerical value. For example, the content subsystem may associate the summary with a first numerical score as a function of a source of the summary, a price of the source, a distribution of the source, the popularity of the source, or any combination of the above. The profile subsystem may associate the user profile with a second numerical score as a function of a number of times a summary is selected by the user, a sequence in which the summary is selected or viewed with respect to other summaries provided to the user by the server, the sequence in which the summary is selected or viewed with respect to other summaries provided to other users, a number of media the user has purchased, a route in which the user obtained access to the server, or any combination of the above. The administration subsystem may generate the electronic newsletter by matching the user's profile with the first numerical score, the second numerical score, or both".

"[0011] In another embodiment, the administration subsystem generates a first message for a plurality of users comprising a first special offer. The first special offer is generated by matching the users' profiles with the first numerical score. The message may be posted to the users via e-mail or via an Internet site. The message may allow the user to accept the special offer by subscribing to a source of media information. The administration subsystem may generate a second message for a second plurality of users with a second special offer. The second plurality of users does not include any members of the first plurality of users".

"[0012] In another aspect, the invention is a method of selecting content for a website user. The method comprises comparing a user profile with a content score for each of a plurality of content summaries and identifying at least one content summary having a content score most closely related to the user profile. The content summary comprises a freestanding idea representative of a source of the content, and the method further comprises providing at least one content summary to the user in an electronic newsletter. The method may further comprise compiling the user profile from, for example, user information derived from observation of the user, information provided by the user, or both. The user information may further comprise a record of the user's past and current interaction with the server, preferences indicated by the user, or both. The method may further comprise

compiling the content score as a function of a topic of the content summary, an age of the summary, a price of the source, a sales volume of the source, the source of the content, a frequency with which content summaries from the source are used, a profitability of the source, or any combination of these. The method may further comprise providing a plurality of rules for performing the steps of comparing and identifying. The step of providing summaries may comprise providing an option for the user to perform an action such as requesting an additional content summary, forwarding a content summary to an Internet user, purchasing or subscribing to the source of the content, or any combination of these. If the user requests an additional content summary, the user profile may be updated. The method may further comprise presenting an additional element to the user including an advertisement for the source of the content, a picture of the source of the content, a visual art object, an audio object, a color or any combination of the above".

Response to the Objection:

The above paragraphs from Nicholas discuss about collecting the media information about the user's preferences. It also talks about generating "electronic newsletter" based upon the user profile. In addition, it also collects information that includes "a record of the user's past interactions with the server, a record of user's current interaction with the server" and so on. The scope of my invention does not dictate a requirement to collect "media information according to the user's preferences". My present invention discloses a simple but elaborate technique in which a live helping agent interacts with a client to provide online assistance through multimedia services. The user's profile which is created by the helping agent based on the static fields information, like financial stability, membership class, types of QoS to be provided through the interactive media etc., and does not need to rely upon or extract the information from any "electronic newsletter".

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

5. As per claim 2 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein a client system sends a unique serial number in response to a single action to a designated information storage media (Vaughn. col2, lines 4-46 & col3, lines 7-24).

Vaughn in Patent number 6,353,466 teaches under paragraph col.2, lines 4-46

"As a second example, administration tools have become available for assisting in the tracking and management of hardware inventory, software inventory and distribution, software metering, and menuing. Finally, as a third example, network visibility tools have become available for assistance in analyzing, monitoring, and troubleshooting data communications problems".

"Local area network 110 is an Ethernet network to which is coupled computer systems and other hardware for provisioning, maintaining, and assisting users on the enterprise network 100. In particular, a help desk server 136, an administration server 138, a network visibility server 140, a network visibility console 142, and help desk terminals 144 and 146 are coupled to local area network 110. Network visibility agent computers 148, 150, and 152 are coupled to the local area networks 104, 106, and 108, respectively, for gathering network visibility data and communicating this data to network visibility server 140. As indicated supra, the enterprise network 100 represents only one sample of a virtually unlimited number of configurations of enterprise networks, and it is not required that the above network management computer systems be coupled to a single local area network. For example, the help desk server 136 or the administration server 138 could just as well be connected to local area networks 104, 106, or other local area networks (not shown) of the enterprise network 100 without departing from the scope of the preferred embodiments. Furthermore, the network visibility agent computers 148, 150, and 152 may not be required to be separate computers but may rather correspond to applications loaded onto one or more of the user computers, e.g., where the local user is a local system administrator. Thus, there may be a virtually unlimited number of configurations of the enterprise network 100, help desk devices 136, 144, and 146, administration server 138, and network visibility devices 140, 142, 148, 150, and 152 that are possible and that are amenable to a system and method for integrated network management applications in accordance with the preferred embodiments described infra, provided that there is a requirement for service personnel 102a and 102b and for applications for providing assistance in help desk, administration, and network visibility functionalities".

Vaughn in Patent number 6,353,466 teaches under paragraph col 3 lines 7-24

"An exemplary administration tool for use by the service personnel 102a, 102b, etc. is McAfee Zero Administration Client (ZAC) Suite. TM., which is currently available from Network Associates, Inc. As described at the Network Associates World Wide Web Site and in the McAfee ZAC Suite. TM. user manual for v. 6.21, Jun. 26, 1998, the contents of which are hereby incorporated by reference, McAfee ZAC Suite.TM. loads onto administration server 138 and provides tools for hardware and software inventory, software distribution, configuration, menuing, and locking down of desktops across the enterprise network, metering of software usage, and generation of reports on these tasks. The ZAC Suite may be run from a dedicated console computer or from another terminal such as help desk terminals 144 or 146 that are logged into the administration server 138. ZAC Suite also provides Remote Desktop Control functionality that

allows viewing, controlling, and communication with user computers 118-130 over the enterprise network 100".

Response to the Objection:

In the above references (Vaughn, col2, lines 4-46 & col3, lines 7-24) there is not a single word that refers to the use of serial number in any context. The above references talk about the way the Local Area Network (LAN) will be connected to other networking components. It does not discuss any technique that relies or uses a serial number information fetched by (a) a storage media from a client by a single action e.g. mouse click, (b) mapping that serial number to a user's profile (c) transmitting that user's profile to a helping agent who provides live on-line assistance through the use of multimedia services with a desired QoS.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

6 As per claim 3 Vaughn-Nicholas disclosed the method and system according to claim 2 wherein a designated storage media maps a unique user profile information in response a serial number received from a client system (Vaughn, col.3, lines 7-24 & col.6, lines 10-28).

As mentioned before that the following reference does not talk about or refers to the serial number in any way or form in conjunction with using a multimedia services through desired QoS parameters.

Vaughn in Patent number 6,353,466 teaches under paragraph col 3 lines 7-24

"An exemplary administration tool for use by the service personnel 102a, 102b, etc. is McAfee Zero Administration Client (ZAC) Suite. TM., which is currently available from Network Associates, Inc. As described at the Network Associates World Wide Web Site and in the McAfee ZAC Suite. TM. user manual for v. 6.21, Jun. 26, 1998, the contents of which are hereby incorporated by reference, McAfee ZAC Suite.TM. loads onto administration server 138 and provides tools for hardware and software inventory, software distribution, configuration, menuing, and locking down of desktops across the enterprise network, metering of software usage, and generation of reports on these tasks. The ZAC Suite may be run from a dedicated console computer or from another terminal such as help desk terminals 144 or 146 that are logged into the administration server 138. ZAC Suite also provides Remote Desktop Control functionality that allows viewing, controlling, and communication with user computers 118-130 over the enterprise network 100."

Vaughn in Patent number 6,353,466 teaches under paragraph col 6 lines 10-28

"The steps of FIG. 3 are with reference to FIGS. 5-22 which represent browser-based help desk windows at various stages in accordance with a preferred embodiments. At step 302, the service person instantiates a web browser such as Internet Explorer 4.0, and directs it to a URL (Universal Resource Locator) of the help

desk server 136. FIG. 5 shows a corresponding browser window 500 presented the service person at this stage. Upon entering an appropriate user ID and password, the user is presented with the top level browser-based help desk interface screen 600 shown in FIG. 6. Upon selecting the Help Desk option, an additional browser-based help desk screen 702 appears, as shown in FIG. 7. Multiple screens are easily manipulated using the browser features of Internet Explorer 4.0 or better. Browser-based help desk screen 702 comprises a plurality of trouble information fields 704, the specific contents of which are beyond the scope of the present disclosure but which may be found with respect to the help desk tools described supra such as McAfee HelpDesk.TM."

Response to the Objection:

The above reference addresses the use of "appropriate user ID and password" that is used for authentication. It also talks about the way that a "service person instantiates a web browser" and direct it to a URL". It does not rely upon using any serial number to identify a client system itself seeking multimedia help from a helping agent

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

7. As per claim 5 Vaughn-Nicholas disclosed the method and system according to claim 3 wherein a designated storage method sends a unique user profile information to a helping agents system (Nicholas, paragraphs II & 12).

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 011-012

"[0011] In another embodiment, the administration subsystem generates a first message for a plurality of users comprising a first special offer. The first special offer is generated by matching the users' profiles with the first numerical score. The message may be posted to the users via e-mail or via an Internet site. The message may allow the user to accept the special offer by subscribing to a source of media information. The administration subsystem may generate a second message for a second plurality of users with a second special offer. The second plurality of users does not include any members of the first plurality of users".

"[0012] In another aspect, the invention is a method of selecting content for a website user. The method comprises comparing a user profile with a content score for each of a plurality of content summaries and identifying at least one content summary having a content score most closely related to the user profile. The content summary comprises a freestanding idea representative of a source of the content, and the method further comprises providing at least one content summary to the user in an electronic newsletter. The method may further comprise compiling the user profile from, for example, user information derived from

observation of the user, information provided by the user, or both. The user information may further comprise a record of the user's past and current interaction with the server, preferences indicated by the user, or both. The method may further comprise compiling the content score as a function of a topic of the content summary, an age of the summary, a price of the source, a sales volume of the source, the source of the content, a frequency with which content summaries from the source are used, a profitability of the source, or any combination of these. The method may further comprise providing a plurality of rules for performing the steps of comparing and identifying. The step of providing summaries may comprise providing an option for the user to perform an action such as requesting an additional content summary, forwarding a content summary to an Internet user, purchasing or subscribing to the source of the content, or any combination of these. If the user requests an additional content summary, the user profile may be updated. The method may further comprise presenting an additional element to the user including an advertisement for the source of the content, a picture of the source of the content, a visual art object, an audio object, a color or any combination of the above".

Response to the Objection:

In the above both references, there is no "designated storage" area that contains a user's profile. The reference given above talks about the "content score" derived from the "content summaries". In my Invention, a "designated storage" media or method simply transfer the user's profile to the helping agent. There are no "content score" or "content summaries" which are calculated or transmitted to the helping agent.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

8. As per claim 5 Vaughn-Nicholas disclosed the method and system according to claim 3 wherein the user's profile consisting of user's concerns and behavior patterns are consolidated with number ranking from user's visits to different web sites (Nicholas, paragraphs 5 & 29).

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 005

"[0005] The increased sophistication of programming languages has made it possible to gear advertisements on a webpage to the individual visitor. A website may ask a first time visitor to become a member or to register a profile. The visitor is reassured that registration does not incur a fee and merely enables the website to tailor its content to the viewer's interests. Once the visitor has provided the profile information, the website can track the visitor's behavior as he or she moves through the various webpages connected to the site. This information is digested and used to create a profile of the visitor which indicates which advertisements and products would

be most likely to interest the visitor. The advertiser can then produce an individually tailored display each time a registered visitor returns to the website rather than providing a single advertisement designed to appeal to a large cross-section of Internet users. By tailoring the ads to individual visitors, the advertisers increase the possibility that the visitor may respond by clicking on an ad to visit the advertiser's site or by simply visiting the advertiser's physical place of business. Methods of generating a viewer profile are well known in the art and are described, for example, in U.S. Pat. Nos. 5,991,735 and 6,009,410, the entire contents of both of which are incorporated herein by reference."

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 029

"[0029] The observed preferences are based on the customer's behavior while logged in to the website or while reading/interacting with the alert. For example, the system may record a history of which tips the customer does or does not read and which magazines the customer eventually buys as a result of reading a tip. The system may also update the profile based on whether the customer forwards a particular tip to another Internet user (and the content of the forwarded tip) or discontinues a particular magazine subscription"

Response to the Objection:

The above references talk about the ways of advertisements on a webpage to the individual users. According to the above reference, the website can track the visitor's behavior as he or she moves through the various webpages connected to the site. In my invention a helping agent updates and assigns a user's ranking number that reflects the user's preferences and its interactive behavior with a helping agent.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

9. As per claim 6 Vaughn-Nicholas disclosed the method and system according to claim 5 wherein the user's profile contains the aggregated behavioral patterns of a user collected from visiting different web sites (Nicholas, paragraphs 5 and 29).

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 005

"[0005] The increased sophistication of programming languages has made it possible to gear advertisements on a webpage to the individual visitor. A website may ask a first time visitor to become a member or to register a profile. The visitor is reassured that registration does not incur a fee and merely enables the website to tailor its content to the viewer's interests. Once the visitor has provided the profile information, the website can track the visitor's behavior as he or she moves

through the various webpages connected to the site. This information is digested and used to create a profile of the visitor which indicates which advertisements and products would be most likely to interest the visitor. The advertiser can then produce an individually tailored display each time a registered visitor returns to the website rather than providing a single advertisement designed to appeal to a large cross-section of Internet users. By tailoring the ads to individual visitors, the advertisers increase the possibility that the visitor may respond by clicking on an ad to visit the advertiser's site or by simply visiting the advertiser's physical place of business. Methods of generating a viewer profile are well known in the art and are described, for example, in U.S. Pat. Nos. 5,991,735 and 6,009,410, the entire contents of both of which are incorporated herein by reference"

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 029

"[0029] The observed preferences are based on the customer's behavior while logged in to the website or while reading/interacting with the alert. For example, the system may record a history of which tips the customer does or does not read and which magazines the customer eventually buys as a result of reading a tip. The system may also update the profile based on whether the customer forwards a particular tip to another Internet user (and the content of the forwarded tip) or discontinues a particular magazine subscription".

Response to the Objection:

In my invention the helping agent updates the fields that result from an interactive interaction with a client. A helping agent can define fields that may not depend on the behavioral patterns of visiting a different sites.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

10. As per claim 7 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein the level of services to be provided including the network connectivity options are determined from the user's profile (Vaughn, col.8, lines 32-49).

Vaughn in Patent number 6,353,466 teaches under paragraph col 8 lines 32-49

"While preferred embodiments of the invention have been described, these descriptions are merely illustrative and are not intended to limit the present invention. For example, while the enterprise network described supra corresponds to a configuration where the system service personnel work for the same corporation as the end users, the scope of the preferred embodiments is not so limited. Indeed, the enterprise network in accordance with the

preferred embodiments extends to configurations where the service personnel do not necessarily work for the same company as the end users, and may, for example, be specialized help desk service companies. In this situation, the enterprise network includes the networks of both the end user company and the help desk company, which are linked via the Internet, a dedicated WAN, or through other connection means. Those skilled in the art will recognize that the disclosed software and methods are readily adaptable for broader network management applications".

Response to the Objection:

The above reference talks about different links "via Internet, a dedicated WAN or through other connection means". It does not disclose or discuss any reference as to why and how a specific network based on a desired QoS should be selected or chosen for a multimedia connection that reflects a user's priority and preferences.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

11. As per claim 8 Vaughn-Nicholas disclosed the method and system according to claim wherein the storage media contains the records of the logged-in user that define a users profile (Nicholas, paragraph 5 & 54).

Nicholas in the Publication No. US-2002/0054089 teaches under paragraph 005

"[0005] The increased sophistication of programming languages has made it possible to gear advertisements on a webpage to the individual visitor. A website may ask a first time visitor to become a member or to register a profile. The visitor is reassured that registration does not incur a fee and merely enables the website to tailor its content to the viewer's interests. Once the visitor has provided the profile information, the website can track the visitor's behavior as he or she moves through the various webpages connected to the site. This information is digested and used to create a profile of the visitor which indicates which advertisements and products would be most likely to interest the visitor. The advertiser can then produce an individually tailored display each time a registered visitor returns to the website rather than providing a single advertisement designed to appeal to a large cross-section of Internet users. By tailoring the ads to individual visitors, the advertisers increase the possibility that the visitor may respond by clicking on an ad to visit the advertiser's site or by simply visiting the advertiser's physical place of business. Methods of generating a viewer profile are well known in the art and are described, for example, in U.S. Pat. Nos. 5,991,735 and 6,009,410, the entire contents of both of which are incorporated herein by reference".

"[0054] Specials are preferably targeted to particular users using their stored information. Each special has a predetermined target audience. The target audience may be determined solely by stored preferences for various topics (e.g., either small business within the business channel or home office within the decorating channel for a publication targeted at planning small offices), or may also include demographic information such as age and location".

Response to the Objection:

The above reference talks about a website that "can track the visitor's behavior as he or she moves through the various webpages connected to the site". In my invention, the storage media refers to a storage device which merely keeps the records of logged-in users who are being assisted by the live helping agents. In addition, my invention does NOT track or update any information in response to visiting the various webpages connected to the site.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

12. As per claim 9 Vaughn-Nicholas disclosed the method and system according to claim 1 wherein the client system exchanges Web pages with the helping agent system comprising the steps of; at the client system, transmitting the web site address currently being displayed at the helping agent system, at the helping agent system receiving the web site address from the client system and then directly accessing the contents of the web site through the designated web server (Nicholas, paragraph 11 & 12).

Nicholas in the Publication No. US-2002/0054089 teaches under paragraphs 011-012:

"[0011] In another embodiment, the administration subsystem generates a first message for a plurality of users comprising a first special offer. The first special offer is generated by matching the users' profiles with the first numerical score. The message may be posted to the users via e-mail or via an Internet site. The message may allow the user to accept the special offer by subscribing to a source of media information. The administration subsystem may generate a second message for a second plurality of users with a second special offer. The second plurality of users does not include any members of the first plurality of users".

"[0012] In another aspect, the invention is a method of selecting content for a website user. The method comprises comparing a user profile with a content score for each of a plurality of content summaries and identifying at least one content summary having a content score most closely related to the user profile. The content summary comprises a freestanding idea representative of a source of the content, and the method further comprises providing at least one content summary to the user in an electronic newsletter. The method may further comprise compiling the user profile from, for example, user information derived from

observation of the user, information provided by the user, or both. The user information may further comprise a record of the user's past and current interaction with the server, preferences indicated by the user, or both. The method may further comprise compiling the content score as a function of a topic of the content summary, an age of the summary, a price of the source, a sales volume of the source, the source of the content, a frequency with which content summaries from the source are used, a profitability of the source, or any combination of these. The method may further comprise providing a plurality of rules for performing the steps of comparing and identifying. The step of providing summaries may comprise providing an option for the user to perform an action such as requesting an additional content summary, forwarding a content summary to an Internet user, purchasing or subscribing to the source of the content, or any combination of these. If the user requests an additional content summary, the user profile may be updated. The method may further comprise presenting an additional element to the user including an advertisement for the source of the content, a picture of the source of the content, a visual art object, an audio object, a color or any combination of the above."

Response to the Objection:

The above two paragraphs explicitly talk about the "generating messages for plurality of users comprising a first special offer". The way this offer is generated is by "matching the users' profiles with the first numerical score". In paragraph 0012, it talks about selecting the "content for a website user" in response to a user behavior determined through visiting various webpages connected to the site.

In my invention, a helping agent providing on-line help to a user can be completely indifferent or unconcerned about the user's past behavior that reflects the user's past history of visiting any number of website. A helping agent engages in an interactive dialogue with the client through multimedia communication. As the result of their communication a helping agent OR client can mutually exchange website address. Once the client or helping agent receives the website address, they can directly and independently fetches the information from that particular website.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

13. As per claim 10 Vaughn-Nicholas disclosed the method and system according to claim 7 wherein either a client system or agent system can be in the control mode and direct the other system to accept its web page address (Vaughn, col.3, lines 7-24 & col.4, lines 47-64).

Vaughn in Patent number 6,353,466 teaches under paragraph col 3 lines 7-24:

"An exemplary administration tool for use by the service personnel 102a, 102b, etc. is McAfee Zero Administration Client (ZAC) Suite. TM., which is currently available from Network Associates, Inc. As described at the Network Associates World Wide Web Site and in the McAfee ZAC Suite. TM. user manual for v.

6.21, Jun. 26, 1998, the contents of which are hereby incorporated by reference, McAfee ZAC Suite.TM. loads onto administration server 138 and provides tools for hardware and software inventory, software distribution, configuration, menuing, and locking down of desktops across the enterprise network, metering of software usage, and generation of reports on these tasks. The ZAC Suite may be run from a dedicated console computer or from another terminal such as help desk terminals 144 or 146 that are logged into the administration server 138. ZAC Suite also provides Remote Desktop Control functionality that allows viewing, controlling, and communication with user computers 118-130 over the enterprise network 100".

Vaughn in Patent number 6,353,466 teaches under col 4 lines 47-64:

"Accordingly, it would be desirable to provide a computer program product that allows service personnel to seamlessly access and manipulate administration data, help desk data, and network visibility data from any user workstation on an enterprise network without requiring the presence of resident network management software on the user workstation.

It would be further desirable to provide a computer program product that allows each service person in an organization to have a customized service desk interface that may be launched at any user workstation on the enterprise network.

It would be still further desirable to provide a computer program product that allows for easy customization of the service desk interface by the service person, and that allows for easy linking of new network management applications to the service desk interface as the new network management applications become available for use".

Response to the Objection:

The first reference by Vaughn talks about the "administration tool for use by the service personal". These administration tools talk about taking the control but it does not address the possibility as such a client system or agent system can take control of each other's system. In my invention, each system can independently take control of the other system, if either a helping agent or a client desires so.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

14. As per claim 11 Vaughn-Nicholas disclosed the method and system according to claim 7 wherein the client system and the helping agent system mutually exchange and update mouse movements and positions co-ordinates (Vaughn, col3, lines 7-24 & col.4, lines 47-64).

Vaughn in Patent number 6,353,466 teaches under paragraph col 3 lines 7-24:

"An exemplary administration tool for use by the service personnel 102a, 102b, etc. is McAfee Zero Administration Client

(ZAC) Suite. TM., which is currently available from Network Associates, Inc. As described at the Network Associates World Wide Web Site and in the McAfee ZAC Suite. TM. user manual for v. 6.21, Jun. 26, 1998, the contents of which are hereby incorporated by reference, McAfee ZAC Suite.TM. loads onto administration server 138 and provides tools for hardware and software inventory, software distribution, configuration, menuing, and locking down of desktops across the enterprise network, metering of software usage, and generation of reports on these tasks. The ZAC Suite may be run from a dedicated console computer or from another terminal such as help desk terminals 144 or 146 that are logged into the administration server 138. ZAC Suite also provides Remote Desktop Control functionality that allows viewing, controlling, and communication with user computers 118-130 over the enterprise network 100".

Vaughn in Patent number 6,353,466 teaches under paragraph, col 4 lines 47-64:

"Accordingly, it would be desirable to provide a computer program product that allows service personnel to seamlessly access and manipulate administration data, help desk data, and network visibility data from any user workstation on an enterprise network without requiring the presence of resident network management software on the user workstation.

It would be further desirable to provide a computer program product that allows each service person in an organization to have a customized service desk interface that may be launched at any user workstation on the enterprise network.

It would be still further desirable to provide a computer program product that allows for easy customization of the service desk interface by the service person, and that allows for easy linking of new network management applications to the service desk interface as the new network management applications become available for use".

Response to the Objection:

In both of the following references, there is not a single word about either "mouse movements" or exchange of "positions co-ordinates". Both of these references do not disclose any hint or reference to the exchange or updates of mouse movements or position co-ordinates in their disclosure. In my invention, the helping agent and the client mutually exchange and update the mice movements or position co-ordinates. This way they can both view the mice positions at the precise location(s) on webpages being simultaneously displayed on the viewing screens at their respective systems.

In addition, the related claim is herby amended to incorporate the changes in the light of above reference and discussion.

15. As per claim 12 Vaughn-Nicholas disclosed the method and system according to claim 9 wherein client system and the helping agent system can view two different mouse cursors distinguishable from each other Do heir respective screens (Vaughn, col.3. lines 7-24 & col

4, lines 47-64).

Vaughn in Patent number 6,353,466 teaches under paragraph, col 3 lines 7-24:

"An exemplary administration tool for use by the service personnel 102a, 102b, etc. is McAfee Zero Administration Client (ZAC) Suite. TM., which is currently available from Network Associates, Inc. As described at the Network Associates World Wide Web Site and in the McAfee ZAC Suite. TM. user manual for v. 6.21, Jun. 26, 1998, the contents of which are hereby incorporated by reference, McAfee ZAC Suite.TM. loads onto administration server 138 and provides tools for hardware and software inventory, software distribution, configuration, menuing, and locking down of desktops across the enterprise network, metering of software usage, and generation of reports on these tasks. The ZAC Suite may be run from a dedicated console computer or from another terminal such as help desk terminals 144 or 146 that are logged into the administration server 138. ZAC Suite also provides Remote Desktop Control functionality that allows viewing, controlling, and communication with user computers 118-130 over the enterprise network 100".

Vaughn in Patent number 6,353,466 teaches under Paragraph col 4 lines 47-64:

"Accordingly, it would be desirable to provide a computer program product that allows service personnel to seamlessly access and manipulate administration data, help desk data, and network visibility data from any user workstation on an enterprise network without requiring the presence of resident network management software on the user workstation. It would be further desirable to provide a computer program product that allows each service person in an organization to have a customized service desk interface that may be launched at any user workstation on the enterprise network. It would be still further desirable to provide a computer program product that allows for easy customization of the service desk interface by the service person, and that allows for easy linking of new network management applications to the service desk interface as the new network management applications become available for use".

Response to the Objection:

As mentioned above that the both cited references below do not contain any words referring to "mouse movements" or "position co-ordinates" in relation to mouse display. In my invention, these two parameters are periodically exchanged and updated between a helping agent and a client. As a result, the webpage displayed either at the helping agent or at the client system, they both see two mice icons. In addition, the mice displayed icons are readily differentiable from each other. In other words, the both helping agent and the client would know that which icon belongs to their respective systems.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

16 As per claim 14 Vaughn-Nicholas disclosed the method and system according to claim 11 wherein an agent system establishes a multimedia connection with a client system over Public Switched Telephone Network (PSTN) (Vaughn, col.8, lines 31-49).

Vaughn in Patent number 6,353,466 teaches under paragraph col 8 lines 31-49:

"While preferred embodiments of the invention have been described, these descriptions are merely illustrative and are not intended to limit the present invention. For example, while the enterprise network described supra corresponds to a configuration where the system service personnel work for the same corporation as the end users, the scope of the preferred embodiments is not so limited. Indeed, the enterprise network in accordance with the preferred embodiments extends to configurations where the service personnel do not necessarily work for the same company as the end users, and may, for example, be specialized help desk service companies. In this situation, the enterprise network includes the networks of both the end user company and the help desk company, which are linked via the Internet, a dedicated WAN, or through other connection means. Those skilled in the art will recognize that the disclosed software and methods are readily adaptable for broader network management applications".

Response to the Objection:

In the above cited paragraph, Vaughn talks about the enterprise network which is used for pure data transmission and not multimedia services. The embedded features present in my invention that specifically deal with the network transmission elements where multimedia information is transmitted such that each utilized network is categorized through unique QoS parameters. Vaughn does not talk about the use of PSTN network which is independently used to carry voice information between a client and a helping agent while a data network is utilized to exchange (a) mice movements and coordinates (b) exchange website addresses and other related data information.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.

17. As per claim 15 Vaughn-Nicholas disclosed the method and system according to claim 11 wherein agent system establishes a multimedia connection with the client system over any type of data network (Vaughn, col.8, lines 31-49).

Vaughn in Patent number 6,353,466 teaches under Paragraph col 8 lines 31-49:

"While preferred embodiments of the invention have been described, these descriptions are merely illustrative and are not intended to limit the present invention. For example, while the enterprise network described supra corresponds to a configuration

where the system service personnel work for the same corporation as the end users, the scope of the preferred embodiments is not so limited. Indeed, the enterprise network in accordance with the preferred embodiments extends to configurations where the service personnel do not necessarily work for the same company as the end users, and may, for example, be specialized help desk service companies. In this situation, the enterprise network includes the networks of both the end user company and the help desk company, which are linked via the Internet, a dedicated WAN, or through other connection means. Those skilled in the art will recognize that the disclosed software and methods are readily adaptable for broader network management applications".

Response to the Objection:

As discussed in the above cited reference, the provided reference discusses about the transmission of data over the enterprise network which are linked via the "Internet, a dedicated WAN or through other connection means". All these connections are used to provide the transmission path for data. In my invention, I rely upon multimedia services which can be passed through multiple types of networks that must have embedded built-in QoS parameters to provide a desired online help service.

In addition, the related claim is hereby amended to incorporate the changes in the light of above reference and discussion.